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## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Group Art Unit: 3629

WILLIAM T. ROWSE ET AL.

Examiner: Jonathan P. Ouellette

Serial No.: 09/547,661

Filed: April 12, 2000

For: SYSTEM FOR PROCESSING A CUSTOMER CONCERN

Attorney Docket No.: 200-0053 (FMC 1185 PUS)

**REQUEST FOR CONTINUED  
EXAMINATION (RCE) TRANSMITTAL****Mail Stop RCE**Commissioner for Patents  
U.S. Patent & Trademark Office  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

This is a Request for Continued Examination (RCE) under 37 C.F.R. § 1.114  
of the above-identified application.

**1. Submission as required under 37 C.F.R. § 1.114**

12/29/2003 SCALLIHA 00000003 023978 73547601  
Sale Ref: 00000003 DAH: 023978 209547601  
01 FC:1801 770.00 DA  
02 FC:1252 420.00 DA

Previously submitted

- i. ☒ Consider the amendment(s)/reply under 37 C.F.R. § 1.116 previously  
filed on **August 27, 2003**.
- ii. ☐ Consider the arguments in the Appeal Brief or Reply Brief previously  
filed on \_\_\_\_\_
- iii. ☐ Other \_\_\_\_\_

**CERTIFICATE OF MAILING OR TRANSMISSION**

I hereby certify that this paper, including all enclosures referred to herein, is being deposited with the United States Postal Service as first-class mail, postage pre-paid, in an envelope addressed to: Mail Stop RCE, Commissioner for Patents, U.S. Patent & Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450, or facsimile transmitted to the U.S. Patent and Trademark Office at facsimile number \_\_\_\_\_, on:

November 26, 2002  
Date of Deposit/Transmission

JOHN S. Le ROY  
Name of Person Signing

*John S. Le Roy*  
Signature

U.S.S.N. 09/547,661

Atty. Docket No. 200-0053 (FMC 1185 PUS)

b. ☐ Enclosed

- i. ☐ Amendment/Reply
- ii. ☐ Affidavit(s)/Declaration(s)
- iii. ☐ Information Disclosure Statement (IDS)
- iv. ☐ Other \_\_\_\_\_

**2. Miscellaneous**

- a. ☐ Suspension of action on the above-identified application is requested under 37 C.F.R. § 1.103(c) for a period of \_\_\_ months
- b. ☐ Other \_\_\_\_\_

**3. Fees**

- a. ☒ The Director is hereby authorized to charge the following fees, or credit any overpayments, to Deposit Account 06-1510 (Ford Global Technologies, Inc.).
  - i. ☒ RCE fee required under 37 C.F.R. § 1.17(e)
  - ii. ☐ Extension of time fee under 37 C.F.R. §§ 1.136 and 1.17
  - iii. ☐ Other \_\_\_\_\_
- b. ☐ Check in the amount of \$\_\_\_\_\_ enclosed (the Director is hereby authorized to charge any deficiencies or credit any overpayments to Deposit Account No. 02-3978)

Respectfully submitted,

**WILLIAM T. ROWSE ET AL.**

By: John S. Le Roy  
**JOHN S. Le ROY**  
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Date: November 26, 2003

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TO: UNITED STATES PATENT AND TRADEMARK OFFICE

GROUP ART UNIT: 3629

NAME: Jonathan P. Ouellette

FAX NO.: (703) 308-~~3691~~ ~~3687~~ 3691

SERIAL NO.: 09/547,661

OUR FILE NO.: FMC 1185 PUS / 200-0053

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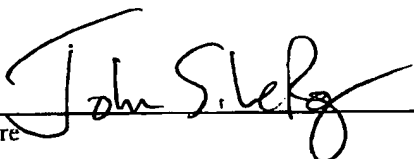
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(including this cover): 4

which includes the following documents: Copy of Request For Continued Examination (RCE) Transmittal and copy of return postcard stamped by the PTO acknowledging receipt of same

Signature



John S. Le Roy  
Typed or Printed Name of Attorney/Agent

The "Received" Stamp of the Patent  
& Trademark Office imprinted hereon  
acknowledges the filing of:

DESCRIPTION REQUEST FOR CONTINUED EXAMINATION  
OF PAPER: (RCE) TRANSMITTAL (in duplicate)

NAME OF  
APPLICANT: William T. Rowse, et al.

INTF. OR  
SERIAL NO. 09/547,661; filed 4/12/00  
FMC 1185 PUS / 200-0053

DATE: 11/26/03 ATTY: JSL:ds

